

Glossary

1. ABS	Australian Bureau of Statistics
2. AGPN	Australia General Practice Network
3. CAGR	Compounded Annual Growth Rate
4. CH	Campbelltown Hospital
5. Cluster Analysis	Methodology to analyse data in a defined pilot study, in this case RPAH and CH
6. EDIS	Electronic Data Information System NSW Health
7. FWE	Full time Weighted Equivalents of GPs
8. Geo-mapping	Methodology to forecast demand based on Census data about the population and data on the supply of GPs, Hospitals and aged Care facilities
9. PHC RIS	Primary Health Care Research and Information Services
10. Primary care patients	Patients defined as triage category 4 and 5, not arrived by ambulance and not admitted to the hospital
11. RPAH	Royal Prince Alfred Hospital
12. SSWAHS	Sydney South West Area Health Services

Appendix A: Stakeholders Interviewed

Name	Organisation	Appointment
Brett Abbenbroek	NSW Health	Director Statewide Critical Care Coordinator
Janet Anderson	NSW Health	Director Inter-Government & Funding Strategies
Teresa Anderson	SSWAHS	Director Clinical Operations
Nora Bodkin	NSW Health	Principal Performance Analyst
John Bonicci	Carrington Nursing Home	Director of Nursing
Bernadette Brannon	Columbia Gp Nursing Home	Director of Nursing
Bill Byrnes	NSW COTA	Executive Director
Steven Carr	NSW Health	Deputy Director Finance & Business Management
John Champion	Campbelltown Hospital	Mental Health Coordinator
David Conforti	SSWAHS	Director Aged Care Western Zone
James Cook	NSW Health	Associate Director Workforce Development & Leadership
Catherine Cox	NSW Health	Manager Statewide Services Development
Frank Daley	Royal Perth Hospital	Emergency Department, Director
Wendy Davis	VIC DHS	Senior Project Officer
Christine Dennis	SA Health	Director Operational Strategy
Frances Diver	VIC DHS	Director Access & Performance Branch
Judy Dixon	Royal Prince Alfred Hospital	Emergency Department, Nurse Unit Manager
Stephen Duckett	QLD Health	Executive Director Reform & Development
Tony Dunn	NSW Health	Director Demand & Performance Evaluation Branch
Di Gill	Royal Prince Alfred Hospital	Executive Director
Satish Goyal	GP	
Tim Green	Royal Prince Alfred Hospital	Emergency Department, Director
Elizabeth Halasz	GP	
Matt Hanrahan	AGPN (NSW Alliance)	Executive Director
Qudsia Hasnani	GP	
Jon Hayman	Royal Prince Alfred Hospital	Emergency Department, Staff Specialist

Name	Organisation	Appointment
Christine Henderson	Campbelltown Hospital	Emergency Department, Nurse Educator
Natalia Hubczenko	SA Health	Director Health System Performance
Deb Hyland	NSW Health	Director Workforce Development & Leadership
Grant Isdale	Campbelltown Hospital	Emergency Department, Nurse Manager
Joseph Jewitt	Royal Prince Alfred Hospital	Service Improvement Coordinator
Stephen Johnson	SSWAHS	Service Planning
Tony Joseph	ACEM	NSW Chairperson
Lisa Langley	NSW COTA	Policy Officer
Amanda Larkin	Campbelltown Hospital	General Manager
David Lawrence	SSWAHS	Deputy Director Planning
Richard Mathews	NSW Health	Deputy Director General, Strategic Development
Kate McBride	Royal Prince Alfred Hospital	Service Improvement Coordinator
Katherine McGrath	NSW Health	Deputy Director General Health System Performance Division
Fiona McDermid	Campbelltown Hospital	Clinical Nurse Coordinator, Emergency Department
Jan McKenzie	Aldersgate Nursing Home	Director of Nursing
Terry Mehan	QLD Health	General Manager Central Area Health Services
Gail Milner	WA Health	Director Operations & Aged Policy
Michael Moore	Central Sydney DGP	Chief Executive
Dominic Morgan	Ambulance Service of NSW	Assistant Division Manager Sydney
David Muscatello	NSW Health	Manager, Centre for Epidemiology & Research
Tony O'Connell	NSW Health	Director, Health System Performance Improvement Branch
Rebekah Ogilvie	Royal Prince Alfred Hospital	Clinical Nurse Coordinator
Sharyn O'Grady	SSWAHS	Community Care Coordinator
Julie-Ann O'Keeffe	SSWAHS	Aged Care Service Manager
Brian Parsell	Ambulance Service of NSW	District Inspector
Rene Pennock	Macarthur DGP	Chief Executive
Kym Piper	SA Health	Director Health Intelligence

Name	Organisation	Appointment
Sellappa Prahalath	Campbelltown Hospital	Emergency Department, Director
Raad Richards	Carrington Nursing Home	Chief Executive Officer
Jenny Richter	SA Health	Director Clinical Service Reform
Greg Rochford	Ambulance Service of NSW	Chief Executive
Tim Royle	Royal Prince Alfred Hospital	Senior Emergency Department, Staff Specialist
David Russell-Weisz	WA Health	CEO North Metro Health
Leonie Scott	VIC DHS	Acting Manager, Statewide Emergency Program
Mark Sheps	GP	
Merran Smith	WA Health	Director, Information Collection & Management
Greg Stewart	SSWAHS	Director Population Health, Planning & Performance
George Szonyi	SSWAHS	Aged Care Medical Director
Derek Tang	GP	
Paul Tonge	Ambulance Service of NSW	Station Officer
Robyn Tumeth	Campbelltown Hospital	Aged Care Coordinator
Stacy Wade	Frank Whiddon Nursing Home	Director of Nursing
Ian Wallis	RACGP	Policy Adviser
Mike Willis	Ambulance Service of NSW	General Manager, Operations
Andrew Wilson	QLD Health	Executive Director Policy, Planning & Resources
Rachel Yates	AGPN (National Office)	Senior Policy Adviser
Chris Visvilingham	GP	
John Wong	GP	
Charles Wurf	ACAA (NSW)	Executive Director

Appendix B: References Consulted

Australian Government Productivity Commission, *Australia's Health Workforce*, January 2006

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Bezzina, Smith, Cromwell and Eager, *Primary care patients in the emergency department: Who are they? A review of the definition of the 'primary care patient' in the emergency department*, *Emergency Medicine Australia* (2005) 17

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Sydney South-West Area Health Service, *SSWAHS Year in Review, 05-06*. 2006

Appendices C to F – Contained in Supplementary Documents